

Premium Rx Pharmacy provides each patient with information about their rights and responsibilities when receiving pharmacy services. This information may also be provided to the patient's family, legal guardian, or other responsible person when appropriate.

Your Rights

As a patient of Premium Rx Pharmacy, you have the right to:

- Be fully informed in advance about the care or services to be provided, including any modifications to your plan of care.
- Be informed in advance of your financial responsibility for care or services.
- Receive information about the scope of services Premium Rx Pharmacy provides and any limitations on those services.
- Participate in the development and periodic revision of your plan of care.
- Refuse care or treatment after the consequences of refusing care or treatment have been fully explained.
- Be informed of your rights under state law to formulate an Advance Directive, when applicable.
- Have your property and person treated with respect, consideration, dignity, and recognition of your individuality.
- Be able to identify visiting personnel through proper identification.
- Be free from mistreatment, neglect, verbal, mental, sexual, and physical abuse, injuries of unknown source, and misappropriation of your property.
- Voice complaints or grievances regarding treatment, care, services, or respect for your property, or recommend changes in policies, personnel, or services without restraint, interference, coercion, discrimination, or reprisal.
- Have complaints or grievances regarding treatment, care, services, or respect for your property investigated.
- Have the confidentiality and privacy of your patient record and Protected Health Information (PHI) maintained.
- Be informed of the pharmacy's policies and procedures regarding disclosure of clinical records.
- Choose a healthcare provider, including an attending physician, when applicable.
- Receive appropriate patient-centered care in accordance with your prescriber's orders.
- Be informed of any financial benefits associated with a referral to another organization.
- Be fully informed of your responsibilities.

Your Responsibilities

As a patient of Premium Rx Pharmacy, you are responsible for:

- Submitting forms and information necessary to receive pharmacy services.
- Providing accurate medical and contact information and notifying the pharmacy of any changes.
- Informing your treating healthcare provider of your participation in services provided by the pharmacy.

- Notifying Premium Rx Pharmacy of any concerns about the care or services provided.

Patients Who Need Assistance

For a minor or a patient who needs assistance understanding these rights and responsibilities, both the patient and the parent, legal guardian, or other responsible person will be informed of these rights.